



How did we do this year? ▶



Here is an overview of our performance relating to our finances, homes, communities and customers. An important part of our journey this year has been our rebrand to Livv Housing Group, simplifying our business structure and creating a brand that represents our commitment to being a great housing provider, ensuring our focus is on what matters to you and our values.

You, our customer, are truly important to us and key to helping us define our services of the future. We have recruited a 'Quality and Improvement Panel' with members from across Knowsley, who will act as champions for other customers and make sure everyone's voices are heard. We have introduced a new feedback system through which you can help us to shape what our services look and feel like. We want to continuously improve and your input really supports that.

The world around us still remains uncertain due to the COVID-19 pandemic. Despite these new challenges, our focus remains on homes and services in our communities. We are committed to delivering great services, creating positive impact and enabling local communities to flourish.

Léann Hearne, Group Chief Executive



# ▶ You and your community



**£2,714,559**

of additional income secured  
for customers



**16,029**

customer support calls



**392**

people supported into good jobs



**1,782**

people supported into training



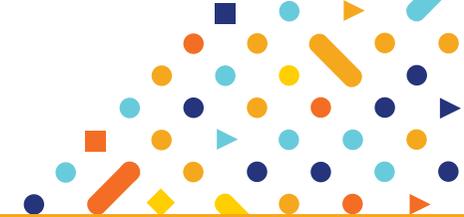
**5,076**

home visits to help people  
stay safe and independent



**1,433**

people supported to improve their wellbeing  
through community investment projects



## Education, skills and training:



**20**

young people recruited to our apprenticeship programme



**118**

young people supported into other apprenticeships, employment and education opportunities



**244**

people supported to access education



**869**

people supported with digital access skills



## Supporting people and our communities:



**43**

young people supported to improve their well being



**1,103**

customers supported to resolve problems with anti-social behaviours



**£6,000**

donated to local charitable organisations



**2,853**

customers supported with benefit advice



**107**

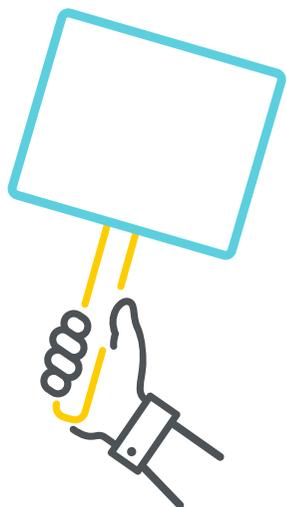
businesses supported to start up / grow

# ▶ You and your community



**421**

hours of employee  
volunteering



**290**

young people involved in  
social action projects



**46**

community activities  
delivered



**68**

weekly activities  
in community centres



In the future we are going to deliver a programme of activities that will support you in your homes and create opportunities for you to develop and grow. Supporting you and our communities remains our highest priority. Throughout the COVID-19 pandemic our teams have continued to deliver vital services; we have worked to ensure we support customers and the vulnerable members of our communities.

Here are some examples of the work we have undertaken in the first few months as Livv Housing Group:



**2,860**

food hampers delivered



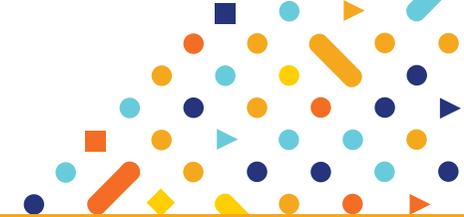
**360**

fruit and veg boxes delivered



**105**

people supported into their home from hospital



**1,834**

hours of volunteering



**880**

customers received  
tailored advice and support



**1,302**

welfare calls made to our  
vulnerable customers



**£5,000**

grant for Knowsley Kitchen

# ▶ Investing in your homes



Over the next three years we are committing to delivering 300 new homes per year, and investing over £70 million into our existing homes.

## Our commitment to you:

Investing  
**£70m**  
into our homes



Delivering **300\***  
new homes every year over  
the next three years



\*Subject to delays due to Covid-19



Spent

**£5,471,000**

on major repairs in our properties

We built  
**55**

new homes and have  
**203** new homes in construction



Invested

**£4.8m**

in existing properties



**£15,065,000**

on routine maintenance in our homes



**£793,000**

in our supported housing and housing for older people



Invested  
**£11.7m**  
in new properties



**£288,000**  
on repairs in our supported housing  
and housing for older people

# ▶ Investing in your homes

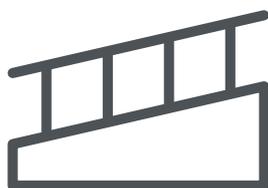


**269**

furniture packages provided

**1,575**

metres of new fencing installed



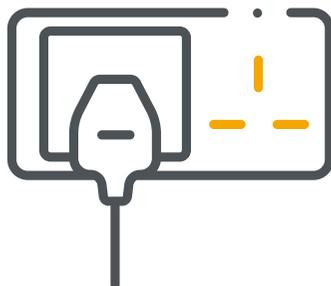
**294**

customers benefitting from the installation of home adaptations



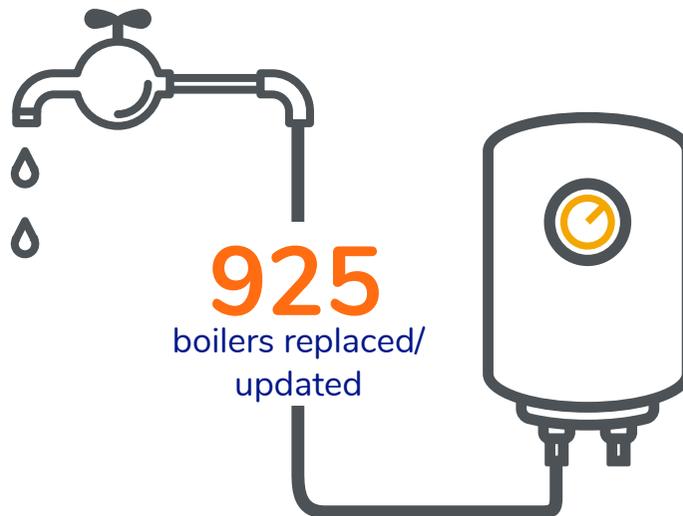
**197**

customers provided with specialist tenancy support



**245**

electrical rewires



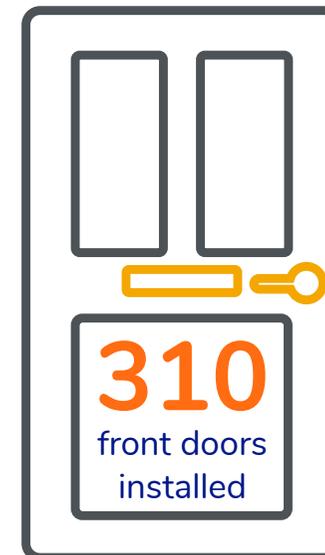
**925**

boilers replaced/  
updated



**953**

homes let to new  
customers

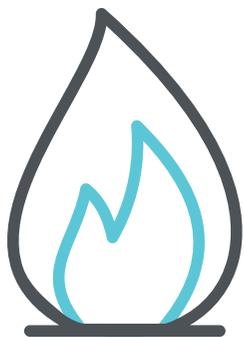


**310**

front doors  
installed



The safety of our homes and customers is our first priority – we have invested in a range of compliance safety checks to help us to continue to keep our customers and homes safe.



Over

**13,000**

Gas safety checks  
100% compliant  
as of 31st March 2020



Almost

**3,000**

Electrical installation safety checks



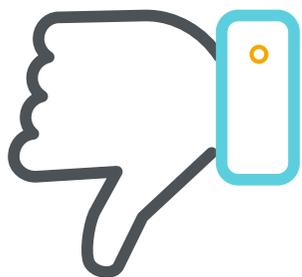
Completed over

**21,000**

Compliance safety visits  
to residential and  
communal properties



Delivering a great service to our customers is really important – we use your feedback to shape our services and help us to understand what is working well and what we need to change. We have worked hard to make it easy for you to give us feedback, both good and bad.



**403**

Formal customer complaints – we welcome feedback and your input helps us to improve our service



**97.8%**

Customer satisfaction with housing services



**39,172**

Calls to our contact centre



**8,105**

Live chats through our website

Your feedback is helping shape our services. Check out the “You Said, We Did” section of our website.



## Examples:



### Falling behind on payments

In this session, customers gave us feedback on what it's like to fall behind on payments, and offered their thoughts on our processes.

We changed the terminology from arrears to debt, as you said it could be intimidating. We cancelled the service for automated voice calls; our own income team now make calls and send text messages directly to customers. We amended our letters, broadened the types of support we offer and changed the time our teams get in touch to match customers' availability.



### Complaints policy

You feedback that our complaints process is too complicated and takes too long. You also wanted the option to speak to our Directors or have a video call with the panel.

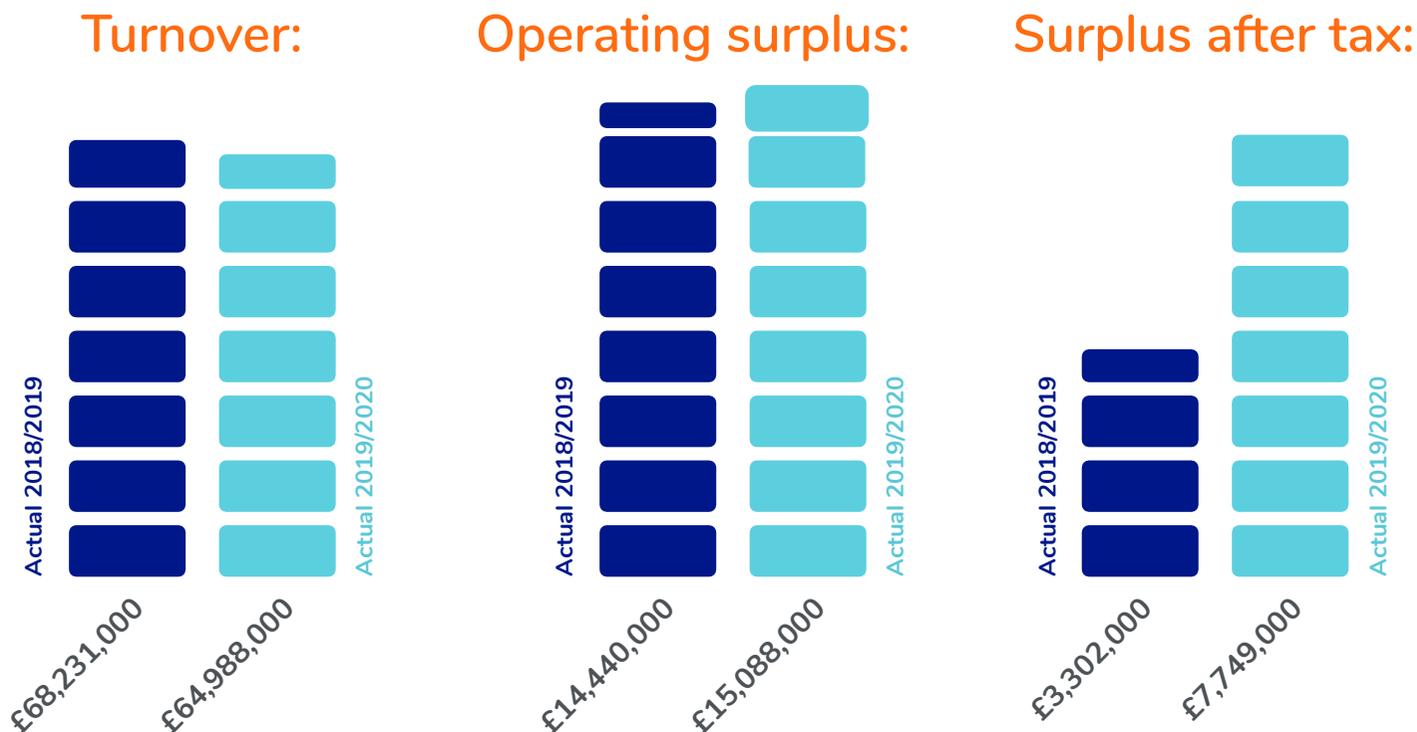
We are changing our policy so that it's easier for our customers and reducing our response time from 15 days to 10 days. As part of this, the complaint stages are being reduced from five to three. We now offer the option to speak with a director or video call with our panel. Once social distancing restrictions are lifted we will add the option for face-to-face meetings.



### Accessibility

You told us that parts of our website were unsuitable for customers with sight loss.

We have worked with the Royal National Institute of Blind People (RNIB) to make improvements to our Livv Housing Group website. These changes mean our site now works better with screen readers, is easier to navigate and displays well when enlarged. We are committed to continually improving the accessibility of our website.



We need our surplus to re-invest in our homes and help us do those additional things which support our communities. This year, we have focussed on reducing our costs and creating efficiencies so that we could have more surplus. This has enabled us to spend money on things to support our customers during Covid-19, as well as build more homes and invest in existing homes - more than we have done previously.